

# COURSE CATALOG



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# Communication Classes

## **Assertive Communication Skills for Women** (Live Web Class)

Learn how to strengthen your communication skills, set boundaries, and ask for what you want!

This class will help you:

- Express your opinion with authority and tact
- Say “no” with confidence
- Project an image that is more self-assured and credible.

## **Professional Communication** (Live Web Class)

This class will help you:

- Ensure your verbal and non-verbal messages are congruent
- Increase your confidence
- Project a more professional image

## **Write the Right Way** (On-Demand Class)

### ***Spelling and Grammar***

This class will help you:

- Improve spelling and grammar skills
- Craft well-structured sentences
- Learn how to be clear, concise, and conversational in your writing.

## **Writing Robust Emails** (On-Demand Class)

This class focuses on helping you write emails that are clear and effective. You will learn the top 10 email blunders and how to avoid them when communicating electronically.

# Computer & Technology Skills Classes

## **Basic Computer Skills** (Instructor Led Training)

This class teaches the fundamental knowledge and skills of computing.

Specifically, you will learn:

- How to identify and operate the various hardware components of a computer
- The various desktop functions such as taskbar, icons, folders, files and documents
- How to use Windows technology and to navigate the internet using browsers
- How to use the various types of storage systems

## **Cybersecurity & You** (On-Demand Class)

An overview of simple and free techniques to protect yourself online in an increasingly digital world.

## **EXCEL®101: Let's Make a Spreadsheet** (Live Web Class)

This class will teach you:

- The anatomy of a spreadsheet
- How to arrange data for easier use
- How to use basic formatting and Auto Fill Handle to save time
- How to insert/delete rows/columns and use basic calculation functions

## **EXCEL®102: Formatting and Formulas** (Live Web Class)

*Prerequisite: EXCEL®101: Let's Make a Spreadsheet*

This is the second class in the Excel Series to help you go beyond the creation of the basic spreadsheet. Specifically, you'll learn:

- Auto sum functions
- Merging cells
- Borders
- Theme colors

## **EXCEL®103: Tables, Charts & Graphs** (Live Web Class)

*Prerequisite: EXCEL®102: Formatting & Formulas*

This is the third class in the Excel series to help you go beyond the creation of the basic spreadsheet. You will learn how to:

- Create and edit tables, graphs, and charts
- Filter and sort data
- Prepare table for mail merge

## **Introduction to Microsoft Word** (Live Web Class)

This class is designed to teach the basics of Microsoft Word. Specifically, you'll learn:

- Create a document
- Format using fonts, colored text & bullets
- How to locate specific text
- How to save a document
- Keyboard shortcuts

## **Introduction to Microsoft Outlook** (On-Demand Class)

This training will teach you how to:

- Organize your email to focus on the messages that matter most
- Manage your calendar to schedule meetings and appointments
- Share files from the cloud so everyone always has the latest version
- Stay connected and productive wherever your location

## **Introduction to Technology** (Instructor Led Training)

A basic overview of technology from cybersecurity, social media, smartphone basics, email essentials, and even making Google accounts!

## **GFC Learn Free** (On-Demand Class)

For almost 20 years, the GCFLearnFree.org program has helped millions around the world learn the essential skills they need to live and work in the 21st century. From Microsoft Office and email, to reading, math, and more—GCFLearnFree.org offers more than 200 topics, including more than 2,000 lessons, more than 1,000 videos, and more than 50 interactives and games, completely free.

## **PowerPoint 101** (Live Web Class)

Learn the basics of creating engaging presentations with PowerPoint! This class explores the fundamental tasks for creating effective presentations. Specifically, you'll learn about:

- Layouts
- Shapes and Images
- Animations
- Text
- Word Art

## **Setting Up a Google Account** (Live Web Class)

Google is more than the world's most popular search engine. It's also a resource for many free web-based services. This class covers several of these popular Google services, and students will learn how to set up a free Google account.

## **Smart Phone Basics** (Live Web Class)

Are you ready to learn how to get the most out of your smartphone?

This class covers:

- Android vs. iPhone
- Phone Buttons & Features
- Using a Touchscreen
- Downloading & Using Apps
- Creating Home Screen Icons
- Data vs. Wifi and When to Use

# Customer Service Classes

## **AIM for EXTRAordinary Service** (On-Demand Class)

Customers are not solely the people who shop in retail stores; they are also the people who are dependent upon you to do your job well – your internal customers! This class focuses on delivering extraordinary customer service the A.I.M. way!

- Having a can-do ATTITUDE
- Taking the INITIATIVE to serve
- And making positive and lasting MEMORIES

## **Customer Service 101** (Live Web Class)

This class focuses on the basics of retail customer service. You will learn how to sustain customer loyalty by looking at every situation through the eyes of the customer and then acting accordingly by:

- Interacting professionally with every customer
- Listening for problem-solving
- De-escalating conflict and seeking win-win solutions

# Compliance, Diversity, & Ethics Classes

## **Championing Diversity** (On-Demand Class)

This course teaches the importance of working with and learning from people who are different than you.

## ethical Decision Making (**On-Demand Class**)

Many employees must make hundreds of decisions every day within the course of their work. But knowing right from wrong is very different than choosing right from wrong. This class takes a practical look at how “right” decisions are processed when properly aligned with a person’s core values.

## **Preventing Harassment** (On-Demand Class)

This class takes a forward approach towards standing up against workplace bullying and preventing harassment by ensuring our words and actions are respectful.

# Time Management Classes

## **Introduction to Time Management** (On-Demand Class)

Personal time management skills are essential for professional success in any workplace. This class focuses on helping you identify the biggest timewasters in your day so you can eliminate or reduce these time-robbers. Learn to identify which priorities are urgent so you can keep a healthy perspective on what matters most.

## **Introduction to Project Management** (Live Web Class)

Project management is the process of leading the work of a team to achieve goals and meet success criteria at a specified time. The primary challenge of project management is to achieve all of the project goals within the given constraints.

In this course, we will discuss the importance of the following topics:

- Communication
- Leadership
- Organization
- Team management
- Time management
- Problem-solving

## **Time Management & Prioritization** (Live Web Class)

Time management is defined as doing the right things in the right order...easier said than done when working in a world of competing priorities!

This class will teach you how to:

- Prioritize by spending the right amounts of time on the things that really matter
- Manage your distractions to increase your effectiveness
- Get organized and stay focused

# Interpersonal Skills Classes

## **Being Positive** (Live Web Class)

Being positive when things are negative is not always easy. This class will teach you how to keep perspective during stressful times and offers 6 tips to help you stay positive.

## **Conflict to Collaboration** (Live Web Class)

Conflict is a natural part of any team environment, and the true test for the strength of a team is how it ultimately handles conflicts and solves problems. This class helps prepare students to deal with difficult issues in a straightforward manner and to seek mutual understanding by spotting potential conflict, bringing disagreements into the open, and helping to de-escalate them.

## **Confident Decision Making** (Live Web Class)

“Confident decision-making is the ability to make decisions in a way that reduces stress and anxiety while remaining accountable for your actions and staying true to yourself. This training will teach you how to:

- Gather information
- Take action
- Review decisions

## **Dealing with Workplace Politics** (Live Web Class)

Rising above the various workplace dynamics can be challenging.

Learn how to:

- Work with people who tend to see things from a negative perspective
- Critique in a positive manner
- Share credit when things are good and when they go wrong
- Avoid rumors and gossip
- Keep your emotions in check

## **Developing Emotional Intelligence** (Live Web Class)

Research and business experts agree: people with high emotional intelligence (EQ) are consistently top performers in their organization.

In this class you will learn skills to take you to the top, including:

- Why EQ is a better predictor of success than IQ
- How to measure your own emotional intelligence
- How your mental states affect the behaviors you choose
- How increasing your own self-awareness leads to a higher emotional quotient.

## **Financial Readiness** (Live Web Class)

Understanding Financial is a large part of success in life. In this course, you will specifically learn about:

- How to spend money wisely
- How to avoid identity theft
- How to budget

## **Interpersonal Communication Skills** (On-Demand Class)

This class will teach you how to understand the process of effective communication. You'll learn:

- Habits to avoid
- How to communicate in professional settings
- How to communicate in tough situations

## **The Platinum Rule** (On-Demand Class)

This class examines how establishing respect and appreciation among coworkers leads to a more productive work culture.

# Health & Safety Classes

## **Infectious Disease Control** (On-Demand Class)

This class focuses on preventing the spread of infectious diseases.

Specifically, you will learn:

- What an infectious disease is
- How to identify common means of transmission
- How to identify different types of infectious diseases

## **Mental Health in the Workplace** (Live Web Class)

This class provides an overview of how to recognize the symptoms of the most common and severe mental health problems. Topics covered include:

- Aggressive behavior
- Anxiety
- Depression
- Psychosis
- Self-harm
- Substance use
- Suicidal behavior
- Traumatic events

# Workforce Readiness Classes

## **Conducting an Online Job Search** (Live Web Class)

Applying for jobs online can be a challenge. During this class you will learn:

- How technology has changed the application process
- Job search tools that are available online
- How to complete and submit an online application
- Best practices for following up after submitting your application

## **Creating a Powerful Resume** (Live Web Class)

This class teaches the steps to writing a resume that will get noticed. This training will help you learn methods to:

- Identify your transferable skills based on life experiences
- Properly organize and construct your resume
- Describe your experiences, skills, and achievements in compelling ways
- Review your resume for grammatical and format errors
- Tailor your resume for a specific job.

## **Nail the Interview; Get the Job!** (Live Web Class)

This class teaches students the skills necessary to have a successful job interview. This training will help develop your understanding of:

- The Roles of the Interviewer and the Interviewee
- Making a Good First Impression
- The Interview Process
- An excellent closing and follow-up

## **Skills to Succeed** (On-Demand Class)

Get help planning your career, getting a job, and achieving success at work!

- The training teaches participants the key things they need to know to choose the right career for them and find and keep a job.
- It gives them an opportunity to learn by doing, they can try things out for themselves with on-going support along the way. By guiding the characters in the training, they will learn the tools and techniques to help themselves.
- It is flexible and can be returned to or re-done at any time.
- By completing the on-line training participants can hear directly from employers, recruiters, and advisors about what is important to them, how to succeed when they start work, and much more too.

## Training Locations

[Charlottesville Career Works](#)

944 Glenwood Station, Suite 103  
Charlottesville, VA 22901  
434.529.6791

[Christiansburg Goodwill Learning Academy](#)

265A Peppers Ferry Road  
Christiansburg, VA 24073  
540.339.2878

[Danville Career Center](#)

512 Westover Drive  
Danville, VA 24541  
434.792.2511

[Madison Heights Jobs Campus](#)

174 River James Shopping Center  
Madison Heights, VA 24572  
434.200.9920

[Radford Jobs Campus](#)

103 Duncan Lane  
Radford, VA 24141  
540.639.9027

[Roanoke Jobs Campus](#)

2502 Melrose Avenue, NW, Suite B  
Roanoke, VA 24017  
540.581.0620

[Rocky Mount Jobs Campus](#)

1045 North Main Street  
Rocky Mount, VA 24151  
540.483.0296

[Staunton Jobs Campus](#)

Greenbrier Office Park,  
1600 North Coalter Street,  
Staunton, VA 24401  
540.886.2001

